

CL-10218345-7061

[REDACTED]
Philadelphia, PA [REDACTED]
[REDACTED]

2008 FEB 12 AM 10:35

2008 FEB 11 AM 10:54

February 4, 2008

Goodyear Consumer Relations
D728 at 1144 East Market Street
Akron, Ohio 44316

RE: 2004 Nissan Maxima
VIN - Number - 1N4BA41E54C [REDACTED]

To Whom It May Concern:

I am writing in response to your letter dated August 21, 2007, stating that reimbursement under the Goodyear Eagle RS-A, P245/45R18 tires Program requires an original paid receipt showing proof of purchase with sidewall cracking as reason for replacement.

In August of 2007, I honored your request and submitted the attached receipts (Invoice #061670 and Invoice #062714). In total I paid \$916.44 to have my tires replaced due to the above-mentioned sidewall cracking as the reason for the necessary replacement of the tires. As you can see, Bustleton Tire and Service located at 7260 Bustleton Avenue, Philadelphia, Pennsylvania, 19149, gave me a receipt without the written documentation - removal due to sidewall cracking as the reason for replacement. Please feel free to contact them yourself for proof and the documented reason why the tires were replaced.

Relying on prior experience with Goodyear and the reputation of the company, I purchased the set under the reasonable belief that I would be reimbursed according to the pro-rated rate that your company was to calculate. When compared with the amount of money paid for the set of the four (4) tires, and my expectations or any reasonable consumer, this is unconscionable.

No one at Goodyear should allow a customer to incur such an expense and receive such little satisfaction. Such an exchange is at a minimum unjust enrichment and at worse a breach of express and implied replacement of the four (4) tires at no cost to me.

NY
2/12/08
KB

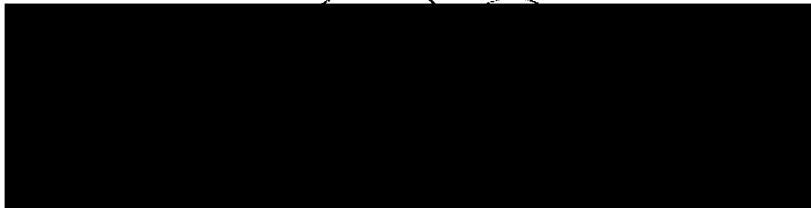
The Goodyear Tire and Rubber Company
February 4, 2008
Page 2

I am requesting that some immediate attention be given to this problem in order to remedy fully and completely. I am prepared to discuss my case with a third party if this is what it will take for me to prove the fact that my tires were replaced due to the cracks in the mid to upper sidewall of the tires. Again, please feel free to contact Bustleton Tire and Service at 215-342-2900. I do not feel that I should have to take more time out of my schedule to give you additional proof. You are more than welcome to contact them yourself directly.

I was not able to respond to your letter sooner as I've been taking care of my ailing seventy eight year old mother who suffers from Alzheimer's and have not had any time for myself or to take care of any of my affairs, especially those that I find myself forced to respond to due to a receipt and the lack of wording on it, taking up additional time from my busy schedule.

I await your response and thank you for your time and attention to this matter.

Sincerely,



TPR/st
Enc.

Cc: Administrator of the National Highway Traffic Safety Administration
400 Seventh Street
S.W., Washington, D.C. 20590

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

June 15, 2007

IMPORTANT CUSTOMER SATISFACTION PROGRAM

Dear Nissan Maxima Owner:

The Goodyear Tire & Rubber Company has determined that some Goodyear P245/45R18 "V" speed rated Eagle RSA tires fitted as Original Equipment on Nissan Maxima SE vehicles may experience cracks in the mid to upper sidewall of the tire.

This condition is cosmetic and is not safety related.

Nissan records indicate that your vehicle may be equipped with "V" Speed Rated Eagle RSA P245/45R18 Goodyear tires affected by this program. You should contact your nearest authorized Goodyear Tire Retailer and make arrangements for them to inspect your tires for cracking. To locate your nearest authorized Goodyear retailer call 1-800-Goodyear (1-800-466-3932) or go online at <http://www.goodyeartires.com/>. As an alternative, you may wish to inspect your vehicle's tires yourself. The cracks should be readily visible. You will find example photos below.

If your vehicle is found to be fitted with Eagle RSA P245/45R18 "V" speed rated tires manufactured during the time period defined below, and sidewall cracking is found, they will be replaced at no charge. This offer of free replacement extends through December 31, 2007. If further assistance is necessary you may call The Goodyear Tire & Rubber Company's Customer Assistance Center at 1-800-321-2136.

DESCRIPTION OF TIRES COVERED AND HOW YOU CAN IDENTIFY THEM

Please inspect the sidewall stamping of your tires to determine if they meet the following criteria.

- (1.) Tire Type: Eagle RSA
- (2.) Tire Size: P245/45R18
- (3.) Speed Rating: V
- (4.) DOT Date Range: 3104 and earlier

HOW TO READ A DOT SERIAL NUMBER

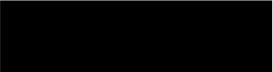
M6A9CMWR4703

M6	A9	CMWR	4703
Manufacturer Plant Code	Government Size & Ply Code	Manufacturer Construction Code	Tire Build Date (47th week of 2003)

The Goodyear Tire & Rubber Company

Akron , Ohio 44316 - 0001

August 21, 2007


Philadelphia, PA 

Thank you for contacting the Goodyear Tire & Rubber Company regarding your 2004 Nissan Maxima, fitted with "V" rated Goodyear Eagle RS-A, P245/45R18 tires. We regret to inform you that based on the information submitted you have not shown proof that your Goodyear Eagle RS-A, P245/45R18 tires were adjusted for sidewall cracking.

As described in the Customer Satisfaction letter sent to you, reimbursement under this program requires an original paid receipt showing proof of purchase with sidewall cracking as reason for replacement.

Sincerely,

The Goodyear Tire & Rubber Company

The Goodyear Tire & Rubber Company

Akron, Ohio 44316 - 0001

If you have already replaced your Goodyear Eagle RSA P245/45R18 "V" speed rated tires for the above mentioned condition, Goodyear will offer you a full refund with an original paid receipt showing proof of purchase and reason for replacement mailed to:

Customer Assistance Center D/728
Eagle RSA Customer Satisfaction Program
1144 East Market Street
Akron, OH 44316

This Customer Satisfaction program is a voluntary action. Sidewall cracking is covered by the Goodyear Limited Warranty you received when you purchased your new vehicle. This program is an extension of that warranty.

IF YOU HAVE A PROBLEM

If an authorized Goodyear retailer is unable to, or fails to, make the necessary replacements, free of charge, please contact Goodyear Consumer Relations, D728 at 1144 East Market Street, Akron, Ohio 44316, or by calling toll free 1-800-321-2136.

You may also contact the Administrator of the National Highway Traffic Safety Administration (NHTSA), 400 Seventh Street, S.W., Washington, D.C. 20590, or call the NHTSA's toll free ~~Auto Safety Hotline~~ at 1-800-327-4236.

We apologize for any inconvenience this may cause you and thank you for your attention to this important matter. Your continued satisfaction is of the utmost importance to us.

Sincerely,

The Goodyear Tire & Rubber Company

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

IMPORTANT TIPS ON CARING FOR YOUR TIRES

Tires are the only part of your vehicle that touch the road and demand an appropriate amount of attention. A NHTSA survey has found that many vehicles are operated with at least one tire in a substantially under-inflated condition. Vehicle operators should be well versed in the following tips on proper tire care and maintenance:

- Air pressure should be checked often, at least once per month, and before every journey. The proper inflation pressures are located on the driver's door placard. Under-inflation is a tire's enemy and can increase treadwear, generate excessive heat, and lead to tread separation.
- Tread depth should be checked to make certain it is greater than 2/32nds of an inch to assure sufficient traction for varying road conditions. One simple (although unscientific) measurement is to use a Lincoln head penny and insert the head of the penny toward the tire inside the tread. If, once you've placed the penny inside the tread, you can see the top of Lincoln's head, you need a new tire.
- You should also make certain your tires are properly balanced, and are rotated in accordance with your vehicle manufacturer's instructions or every 6,000 to 8,000 miles. Also, make sure your wheels are properly aligned.
- Please also remember that seat belts are not optional. Not only is wearing a seat belt a law in most of the United States, it saves lives. According to NHTSA, eighty percent of those who died in single vehicle rollover accidents in 1999 were not buckled up.

Thank you for taking the time to read this important information. For further information on vehicle and tire safety, please see www.nhtsa.dot.gov and www.goodyear.com.

44316

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

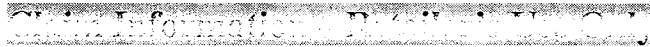
2004 Nissan Maxima Customer Satisfaction Program Handling Allowance Reimbursement Form


PHILADELPHIA PA 

2004 Nissan Maxima
VIN - Number - 1N4BA41E54C 

**IMPORTANT: PLEASE MAKE CERTAIN YOU READ THE ATTACHED
DOCUMENTATION REGARDING THIS CUSTOMER SATISFACTION PROGRAM.**

THE RETAILER PERFORMING THE INSPECTION OR REPLACEMENT OF YOUR TIRES
WILL NEED THIS FORM TO COMPLETE THE TRANSACTION. PLEASE MAKE
CERTAIN YOU HAVE IT WITH YOU WHEN YOU ARRIVE FOR YOUR APPOINTMENT.



Account / Non-Sig Number _____

Outlet Name _____

Individual Contact Name _____

Number of Tires Inspected _____

Adjustment Claim Number (If Tires Were Replaced) _____

CUSTOMER ASSISTANCE CENTER

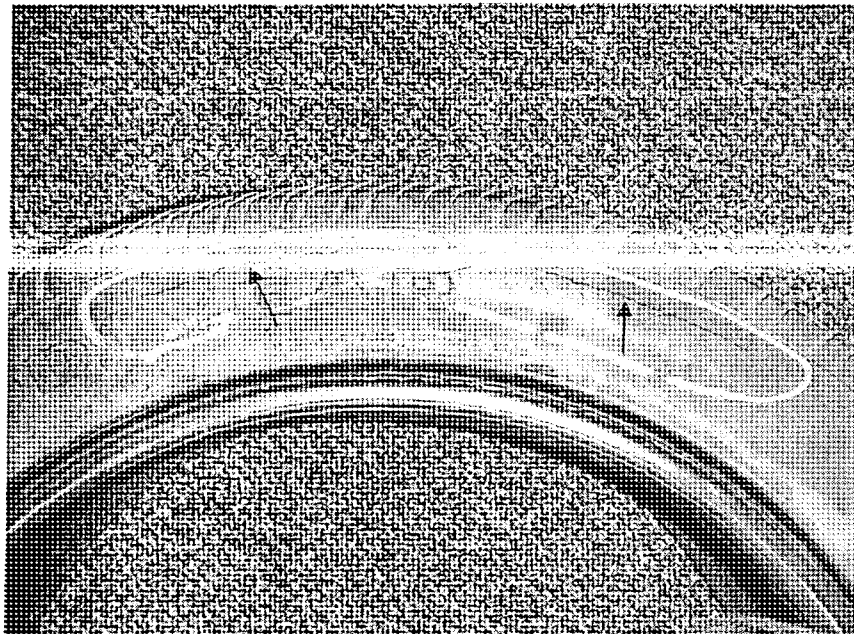
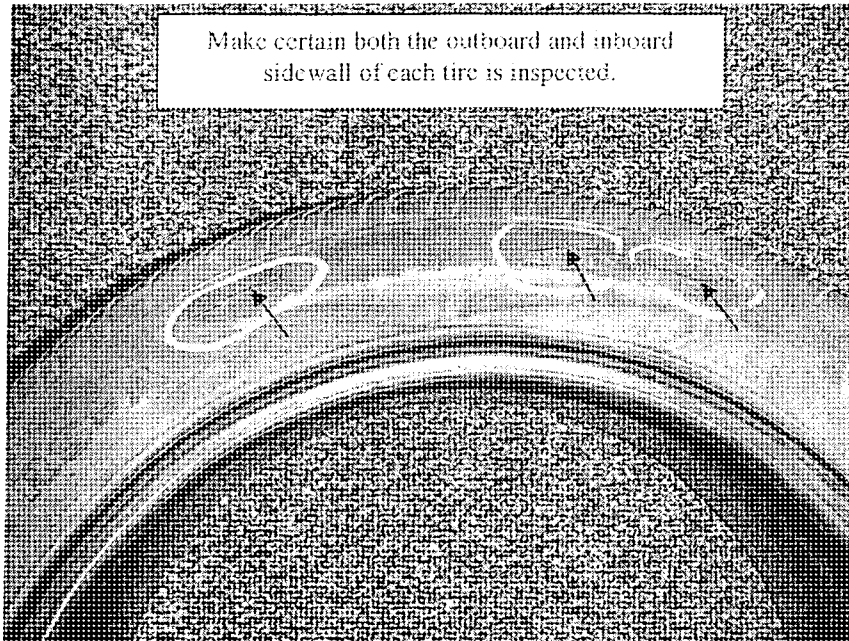
D. 728 EAGLE KSA CUSTOMER SATISFACTION PROGRAM

1144 EAST MARKET ST.

AKRON OHIO 44316

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001



Customer ASS. Center

0-728 - EAGLE RSA Customer

Sat. Fac. on PROGRAM

1144 EAST MARKET ST. AKRON OHIO

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).